

CLAIMS

1 - 43. (cancelled)

44. (currently amended) A method of process for controlling a vehicle drive-thru or drive-up facility, wherein the facility comprises a structural facility having a plurality of access-controllable vehicle drive-thru order placement areas, a plurality of access-controllable vehicle drive-thru order pick up areas, and at least one core computer system, the process comprising the steps of:

Providing a structural facility adapted to receive, store and deliver
storing, in a centralized order processing portion of the structural facility, commercial and retail
classified goods and serviceable items;

sorting, by a materials handling system in communication with the core computer system, the
commercial and retail classified goods and serviceable items into separate areas of the centralized order
processing portion of the structural facility based on a time-sensitivity of the goods or serviceable items;
having a centralized order processing portion and a plurality of vehicle drive-thru pick up areas attached-
to the centralized processing portion adapted to receive a customer's vehicle; and

introducing at least one core computer system communicatively compatible with a customer and
with other computers communicating with the core computer system;

directing, by the core computer system, a customer to an order placement station;

receiving, by the core computer system, i) a customer order of goods or serviceable items, and ii)
payment from the customer;

transporting, by the materials handling system in communication with the core computer system,
adapted to customer ordered goods or serviceable items to:

i) if the customer is not waiting for delivery, a final order assembly and consolidation
area of the structural facility for later delivery to the customer; or control, access and deliver the
classified goods and serviceable items from within and outside of the facility to a customer's
location

ii) if the customer is waiting for delivery, a drive-thru order pick up area of the structural
facility for delivery to the customer;

directing, by the core computer system, the customer to one of adapted to control and access the
centralized order processing portion and adapted to control the plurality of drive-thru order pick up areas
for potential delivery of the customer-ordered classified goods and serviceable items to a customer
vehicle corresponding to the customer; and for potential acceptance of items from a customer;

updating, by the core computer system, inventory data for the ordered classified goods and
serviceable items;

tracking, by the core computer system, customer information including at least one of order histories, preferred items and ordering trends of the customer; and

predicting, by the core computer system based on the customer information, future orders of the customer;

wherein the step of directing includes the step of optimizing, by the core computer system, further adapted to optimize vehicle traffic flow through the drive-thru pick up area.

45. (currently amended) The method process according to claim 44, wherein the step of optimizing vehicle traffic flow further comprises:

controlling, by the core computer system, vehicle traffic flow of one or more customer vehicles from each drive-thru order placement area to a selected vehicle drive-thru pick up area by allocating each of the one or more customer vehicles through comprises a plurality of staging lanes to accommodate delivery of the customer-ordered goods and serviceable items to each corresponding a plurality of customer vehicles, wherein a traffic control device at each staging lane is being in communication with the core computer system to control traffic.

46. (cancelled)

47. (currently amended) The method process according to claim ~~44~~ 46, wherein the step of receiving a customer order further comprises:

receiving, by the order placement and delivery station, further adapted to receive service items from the a customer.

48. (currently amended) The method process according to claim ~~44~~ 46, wherein the step of receiving a customer order further comprises:

communicating, by the core computer system, to the customer at the each order placement and delivery station adapted to receive communications from the customer by at least one electronic communication device means, the electronic means in communication with the core computer system.

49. (currently amended) The method process according to claim 48, wherein the at least one electronic communication device means adapted to communicate with a customer and with other computer systems comprises at least one of: by a voice transmitter transmission, by a voice synthesizer transmission, by an audio transmitter transmission, by an audio-visual transmitter transmission, by a radio frequency transmitter transmission, by electronic signal transmission; by a touch screen, a personal computer, including by any type of a wireless communication device in accordance with a wireless

protocol comprising cellular, microwave, IEEE 802.11x, IEEE 802.15x, IEEE 802.16x, BLUETOOTH®, Bluetooth, satellite, and ~~including by a wired communication device in accordance with a~~ wirelan protocol comprising a telephone, a handheld devices, an onsite or offsite communication device, and a point device, ~~a touch device, a personal computer, or any combination thereof.~~

50. (currently amended) The method process according to claim 48 49, wherein the step of receiving the customer order further comprises:

providing, by the core computer system, a pre-order communication to the customer, wherein the pre-order communication is based on the predicted future orders of the customer and the electronic means further comprising a pre-ordering communication means, the pre-ordering communication means adapted to facilitate communications between the customer and any tenant, and between the customer and any computer network in communication with the core computer system, the pre-ordering communication means further adapted to provide comprises pre-sale information for to the customer, including pricing, including time-sensitive coupon specials, discounts, close-outs and related pre-sales information; corresponding to the classified goods and serviceable items.

51. (currently amended) The method process according to claim 44 50, wherein the step of receiving the payment from the customer further comprises:

receiving, by the core computer system, an identification of the customer associated with the customer-ordered goods or services;

verifying, by the core computer system in communication with a verification system, i) the identification of the customer, ii) the order information, and iii) the customer's ability to purchase the customer-ordered goods or services; and

if the customer's identification and ability to purchase the ordered goods or services is verified;

enabling delivery of the customer-ordered goods or services to the customer and processing payment for the customer-ordered goods or services;

otherwise;

disallowing delivery of the customer-ordered goods or services to the customer pre-ordering communication means is further adapted to verify customer identification, verify order information and perform payment processing.

52 - 56. (cancelled)

57. (currently amended) The method process according to claim 51 56, wherein the verifying step comprises verifying by the verification system comprising a biometric verification system, the biometric-

verification system at least one of: selected from the group of a fingerprint verification, an eye pattern verification, a visual (face) identification verification, a license scanning verification, a voice verification, a vehicle identification verification and non-invasive cell scan verification.

58. (cancelled)

59. (currently amended) The method process according to claim 45 46, wherein:

i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a request for a return or exchange of goods; and

ii) the step of directing the customer to one of the plurality of drive-thru order pick up areas further comprises:

directing, by the core computer system based on the request for a return or exchange of goods, the customer to the facility further comprises a pre-defined exchange area of the facility for receiving customer exchanged goods, receiving damaged goods, receiving mis-processed goods, processing and special handle goods, wherein the method provides, through the pre-defined exchange area in communication with the core computer system and a materials handling system, at least one of a and providing refunds and one or more replacement items, if necessary, the pre-defined area being in communication with the core computer system through a materials handling system.

60. (currently amended) The method process according to claim 45 46, wherein:

i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a customer service request; and

ii) the step of directing the customer to one of the plurality of drive-thru order pick up areas further comprises:

directing, by the core computer system based on the customer service request, the customer to facility further comprises a pre-defined area for customer service, the pre-defined area for customer service being in communication with the core computer system through a materials handling system.

61. (currently amended) The method process according to claim 45 46, wherein:

i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a customer assistance request; and

ii) the step of directing the customer to one of the plurality of drive-thru order pick up areas further comprises:

directing, by the core computer system based on the customer assistance request, the customer to facility further comprises a pre-defined area for customer assistance, wherein the pre-defined area being is in communication with the core computer system through a materials handling system.

62. (currently amended) The method process according to claim 45 46, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a food order request; and

ii) the step of directing the customer to one of the plurality of drive-thru order pick up areas further comprises:

directing, by the core computer system based on the food order request, the customer to facility further comprises a pre-defined food pick up area within the drive-thru pick up area for a food delivery to the customer based on the food order request, the prepared food pick-up area adapted to deliver food pre-ordered by a customer.

63. (currently amended) The method process according to claim 45 46, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an environmental-controlled order containing goods or services that require predefined environmental controls; and

ii) the step of directing the customer to one of the plurality of drive-thru order pick up areas further comprises:

directing, by the core computer system based on the environmental-controlled order, the customer to facility further comprises at least one a pre-defined area for receiving, storing and transporting goods and services which require predefined with environmental controls.

64. (currently amended) The method process according to claim 63, wherein the predefined environmental controls include are selected from the group consisting at least one of: humidity controls, product rotation controls, expiration controls, heat controls, refrigeration controls, ambient temperature controls, dry goods handling controls, special handling controls, packaging controls, secure access controls, consolidation and bagging controls and air circulation controls.

65. (currently amended) The method process according to claim 45 46, wherein the step of optimizing vehicle traffic flow further comprises:

monitoring, by the core computer system, is adapted to monitor or otherwise sense emissions from one or more a vehicles within or adjacent to the facility; and

controlling, by the core computer system, one or more exhaust control systems in the facility and venting to vent away, by the one or more exhaust control systems, the emissions from the facility.

66. (currently amended) The method process according to claim 44 46, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing structure specializing in providing wholesale goods or services.

67. (currently amended) The method process according to claim 44 46, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing strip center.

68. (currently amended) The method process according to claim 44 46, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing box store structure.

69. (currently amended) The method process according to claim 44 46, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, and existing outdoor mall structure.

70. (currently amended) The method process according to claim 44 46, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing indoor mall structure.

71 - 78. (cancelled)

79. (currently amended) The method process according to claim 50 77, wherein the step of providing a pre-order communication to the customer further comprises:

receiving and storing, by the core computer system, the pre-ordering communication means comprising a remotely-located computer device adapted to provide communications to a remotely-located customer, the computer device adapted to receive and store customer information, customer preferred product information, and past customer order information; and

tracking, by the core computer system, is further adapted to track customer discarded goods, track and customer inventory for replenishment;

generating, by the core computer system, generate future customer order information; and

processing, by the core computer system, upon a command by the customer, replenish goods by communication at least one order to the core computer system for subsequent delivery to the customer.

80 - 97. (cancelled)

98. (currently amended) The ~~method process~~ according to claim 44 97 further comprising the steps of ~~allowing the core computer system to:~~

~~verifying availability of that the customer-ordered good or serviceable item is available; and
transmitting order information to at least one tenant within the facility.~~

99. (currently amended) A method for managing, ~~by at least one core computer system,~~ a structural facility offering classified goods and serviceable items ~~by at least one core computer system,~~ the facility ~~having containing~~ a plurality of vehicle drive-thru areas, the steps method comprising the ~~core-computer:~~

selectively obtaining and storing, by a material handling system in communication with the core computer system;

i) perishable goods in one or more first predefined areas of the facility;

ii) non-perishable goods in one or more second predefined areas of the facility; and

iii) serviceable items in one or more third predefined areas of the facility;

directing, by the core computer system, a customer vehicle to an access-controllable order station through a traffic control system in communication with the core computer;

receiving, by the core computer system, a customer order, wherein the customer order is transferred over an electronic network of an ordering device in communication with the core computer system; the customer's order information through an electronic means;

communicating, electronically by the core computer system over the electronic network of the ordering device, the customer's historical order data through the electronic means;

processing, by the core computer system, receiving payment from the customer corresponding to the order;

verifying, by the core computer system, the order information;

processing, by the core computer system, and processing the order information;

identifying, by the core computer system, inventory status of all goods and serviceable items available at the facility;

communicating, electronically by the core computer system over the electronic network of the ordering device, inventory status of ordered goods or serviceable items;

obtaining, by the material handling system in communication with the core computer system, the ordered perishable goods from the one or more first predefined areas of the facility, the ordered non-perishable goods from the one or more second predefined areas of the facility, and the ordered serviceable items from the one or more third predefined areas of the facility;

delivering, by the material handling system in communication with the core computer system, the ordered perishable goods, non-perishable goods or serviceable items to:

i) if the customer is not waiting for delivery, a final order assembly and consolidation area of the facility for later delivery to the customer; or

ii) if the customer is waiting for delivery, to a delivery station of the facility for delivery to the customer; and

directing, by the core computer system, the customer to a the delivery station for order delivery of the ordered perishable goods, non-perishable goods or serviceable items;

updating, by the core computer system, inventory data for the ordered classified goods and serviceable items;

tracking, by the core computer system, customer information including at least one of order histories, preferred items and ordering trends of the customer; and

predicting, by the core computer system based on the customer information, future orders of the customer;

wherein the step of directing the customer to the delivery station includes the step of optimizing, by the core computer system, vehicle traffic flow through the order station and the delivery station.

100. (currently amended) The method of claim 99 wherein the facility includes one or more tenants each having a computer system in communication with the core computer system, the method step of processing the order further comprising comprises the steps of:

notifying the customer of the inventory status;

controlling a materials handling system to obtain the ordered good or serviceable item from within a pre-defined portion of the facility; and transport the ordered good or serviceable item to an order assembly and consolidation area within the facility;

communicating, by the core computer system, any customer order information to a corresponding tenant's computer processing system;

transmitting, by the core computer system, corresponding financial payment information to the corresponding tenant's computer processing system; and

confirming, by the core computer system, that the order corresponds to the customer who placed the order;

if a customer is not waiting for delivery, controlling the materials handling system transport the ordered goods or serviceable item to a staging area for later delivery to the customer to a pre-selected delivery station; and

if a customer is waiting for delivery, controlling the materials handling system to transport the ordered goods or serviceable item to the customer to a pre-selected delivery station.

101. (currently amended) The method of claim 99 wherein the electronic means communications with the customer by electronic network of the ordering device comprises at least one of: by a voice transmitter transmission, by a voice synthesizer transmission, by an audio transmitter transmission, by an audio-visual transmitter transmission, by a radio frequency transmitter transmission, by electronic signal transmission, by a touch screen, a personal computer, including by any type of a wireless communication device in accordance with a wireless protocol comprising cellular, microwave, IEEE 802.11x, IEEE 802.15x, IEEE 802.16x, BLUETOOTH®, Bluetooth, satellite, and including by a wired communication device in accordance with a wirelan protocol comprising a telephone, a handheld devices, an onsite or offsite communication device, and a point device, a touch device, a personal computer, or any combination thereof.

102. (currently amended) The method of claim 99 400 wherein the step of selectively obtaining and storing perishable goods in one or more first predefined areas of the facility, non-perishable goods in one or more second predefined areas of the facility, and serviceable items in one or more third predefined areas of the facility, further comprises:

selectively obtaining and storing, by the materials handling system in communication with the core computer system, pre-defined portion of the facility comprises at least an area storing high customer demand classified goods or serviceable items in a separate area of each of the one or more first, second, and third predefined areas of the facility and area storing frequently purchases classified goods or serviceable items and an area storing remaining classified goods or serviceable items, these areas in communication with the core computer system through the materials handling system.

103. (currently amended) The method proecess according to claim 99, wherein the step of receiving a customer order further comprises:

providing, by the electronic network of the ordering device in communication with the core computer system, a pre-order communication to the customer, wherein the pre-order communication is based on the predicted future orders of the customer and comprises at least one of: the electronic means further comprising a pre-ordering communication means, the pre-ordering communication means adapted to facilitate communications between the customer and any tenant, and between the customer and any computer network in communication with the core computer system, the pre-ordering communication means further adapted to provide pre-sale information to the customer, pricing information, including time-sensitive coupon specials, discounts, close-outs and related pre-sales information, corresponding to the classified goods and serviceable items.

104 - 108. (cancelled)

109. (currently amended) The method process according to claim 99-100, wherein the step of processing payment from the customer further comprises:

receiving, by the core computer system, an identification of the customer associated with the customer-ordered goods or services;

verifying, by the core computer system in communication with a verification system, i) the identification of the customer, ii) the order information, and iii) the customer's ability to purchase the ordered goods or services; and

if the customer's identification and ability to purchase the ordered goods or services are verified, by the verification system to the core computer system;

enabling delivery of the customer-ordered goods or services to the customer and processing payment for the customer-ordered goods or services;
otherwise:

disallowing deliver of the customer-ordered goods or services to the customer further comprising a verification system in communication with the core computer system; the verification system adapted to authenticate identification of the customer who is purchasing the ordered good or service, verify the customer's ability to purchase the ordered good or service, and if authentication and identification is confirmed, communicate to the core computer system to deliver the ordered good or service to the customer.

110. (currently amended) The method process according to claim 109, wherein the verification system comprising verifying step comprises verifying, by a biometric verification system, the biometric verification system selected from the group at least one of: a fingerprint verification, an eye pattern verification, a visual (face) identification verification, a license scanning verification, a voice verification, a vehicle identification verification and a non-invasive cell scan verification.

111. (cancelled)

112. (currently amended) The method process according to claim 99-100, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a request for a return or exchange of goods; and

ii) the step of directing the customer to the delivery station further comprises:

directing, by the core computer system based on the request for a return or exchange of goods, the customer to the facility further comprises a pre-defined exchange area of the facility for receiving receipt of customer exchanged goods, receiving damaged goods, receiving mis-processed goods, processing and special handle goods, wherein the method provides, through and providing refunds if necessary; the pre-defined exchange area being in communication with the core computer system and the through-a materials handling system, at least one of a refund and one or more replacement items, if necessary.

113. (currently amended) The method process according to claim 99 400, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer a customer service request; and

ii) the step of directing the customer to the delivery station further comprises:

directing, by the core computer system based on the customer service request, the customer to facility further comprises a pre-defined area for customer service, the pre-defined area being for customer service in communication with the core computer system and the through-a materials handling system.

114. (currently amended) The method process according to claim 99 400, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a customer assistance request; and

ii) the step of directing the customer to the delivery station further comprises:

directing, by the core computer system based on the customer assistance request, the customer to facility further comprises a pre-defined area for customer assistance, wherein the pre-defined area being is in communication with the core computer system and the through-a materials handling system.

115. (currently amended) The method process according to claim 99 400, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an indication from the customer of a food order request; and

ii) the step of directing the customer to the delivery station further comprises:

directing, by the core computer system based on the food order request, the customer to facility further comprises a pre-defined food pick up area within the drive-thru pick up area, for a food delivery to the prepared food pick up area adapted to deliver food pre-ordered by a customer based on the food order request.

116. (currently amended) The method process according to claim 99 ~~100~~, wherein i) the step of receiving a customer order further comprises:

receiving, by the core computer system, an environmental-controlled order containing goods or services that require predefined environmental controls; and

ii) the step of directing the customer to the delivery station further comprises:

directing, by the core computer system based on the environmental-controlled order, the customer to facility further comprises at least one a pre-defined area for receiving, storing and transporting goods and services which require with predefined environmental controls.

117. (currently amended) The method process according to claim 116, wherein the predefined environmental controls include ~~are selected from the group consisting of~~ at least one of: humidity controls, product rotation controls, expiration controls, heat controls, refrigeration controls, ambient temperature controls, dry goods handling controls, special handling controls, packaging controls, secure access controls, consolidation and bagging controls and air circulation controls.

118. (cancelled)

119. (currently amended) The method process according to claim 99, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing structure specializing in providing wholesale goods or services.

120. (currently amended) The method process according to claim 99, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing strip center.

121. (currently amended) The method process according to claim 99, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing box store structure.

122. (currently amended) The method process according to claim 99, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing outdoor mall structure.

123. (currently amended) The method process according to claim 99, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing indoor mall structure.

124. (currently amended) A method for managing a facility offering orderable goods or serviceable items through at least one network by in communication with at least one core computer system and at least one ordering device, the method steps comprising:

receiving, by the core computer system from at least one ordering device, a customer order;
the core computer system receiving the customer's order information from the network via at least one remote communication means;

verifying, by the core computer system, verifying and processing the customer order;

receiving, by the core computer system from the at least one ordering device, payment for the customer order;

assembling, by a materials handling system in communication with the core computer system directing the assembling of the customer's order in one or more time-sensitive staging areas of the facility to maximize order picking throughput; and

placing the order in a staging area to await customer arrival and pick up; and

delivering, by the material handling system in communication with the core computer system, the ordered perishable goods, non-perishable goods or serviceable items to:

i) if the customer is not waiting for delivery, a final order assembly and consolidation area of the facility for later delivery to the customer; or

ii) if the customer is waiting for delivery, to a delivery station of the facility for delivery to the customer;

directing, by the core computer system, the customer to a delivery station for order delivery of the customer order; and

updating, by the core computer system, inventory data for the ordered classified goods and serviceable items;

tracking, by the core computer system, customer information including at least one of order histories, preferred items and ordering trends of the customer; and

predicting, by the core computer system based on the customer information, future orders of the customer;

wherein the step of directing the customer to the delivery station includes the step of optimizing, by the core computer system, vehicle traffic flow through the order station and the delivery station.

125. (currently amended) The method of claim 124 wherein the structural facility comprises is adapted to having at least one vehicle drive-thru pick up area located adjacent to the facility that and which is adapted to receive a customer's vehicle.

126. (cancelled)

127. (currently amended) The method of claim 124, ~~wherein the communication means being adapted to communicate with a customer and with other computer systems by network in communication with the ordering device comprises at least one of: by a voice transmitter transmission, by a voice synthesizer transmission, by an audio transmitter transmission, by an audio-visual transmitter transmission, by a radio frequency transmitter transmission, by electronic signal transmission; by a touch screen, a personal computer, including by any type of a wireless communication device in accordance with a wireless protocol comprising cellular, microwave, IEEE 802.11x, IEEE 802.15x, IEEE 802.16x, BLUETOOTH®, Bluetooth, satellite, and including by a wired communication device in accordance with a wirelan protocol comprising a telephone, a handheld devices, an onsite or offsite communication device, and a point device, a touch device, a personal computer, or any combination thereof.~~

128. (currently amended) The method of claim ~~124~~ 127, wherein the step of receiving a customer order further comprises:

~~providing, by the core computer system, a pre-order communication to the customer, wherein the pre-order communication is based on the predicted future orders of the customer and comprises the communication means further comprising a pre-ordering communication means; the pre-ordering communication means adapted to facilitate communications between the customer and any tenant, and between the customer and any computer network in communication with the core computer system; the pre-ordering communication means further adapted to provide pre-sale information for to the customer, including pricing, including time-sensitive coupon specials, discounts, close-outs and related pre-sales information; corresponding to the classified goods and serviceable items.~~

129. (currently amended) The method process according to claim ~~124~~ 128, wherein the step of receiving payment for the customer order further comprises:

receiving, by the core computer system, an identification of the customer associated with the customer-ordered goods or services;

verifying, by the core computer system in communication with a verification system, i) the identification of the customer, ii) the order information, and iii) the customer's ability to purchase the ordered goods or services; and

if the customer's identification and ability to purchase the ordered goods or services is verified;

enabling delivery of the customer-ordered goods or services to the customer and processing payment for the customer-ordered goods or services;

otherwise;

~~disallowing delivery of the customer-ordered goods or services to the customer pre-ordering communication means being adapted to verify customer identification, verify order information and perform payment processing.~~

130. (cancelled)

131. (currently amended) The method process of claim 124 ~~430~~, the ~~pre-ordering communication~~ means further comprising:

communicating, by the core computer system, customer ordering trends and order information to a remotely located computer device adapted to provide communications relating to the orderable goods or serviceable items to a remotely located computer.

132. (cancelled)